

# **WORKBOOK**

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## **Basic #2**

### **UNIT 2: TOUCH BASE!**



# WORKBOOK

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## Basic #2

# VOCABULARY

# LESSON 01: FROM THE HORSE'S MOUTH!

Write it down!

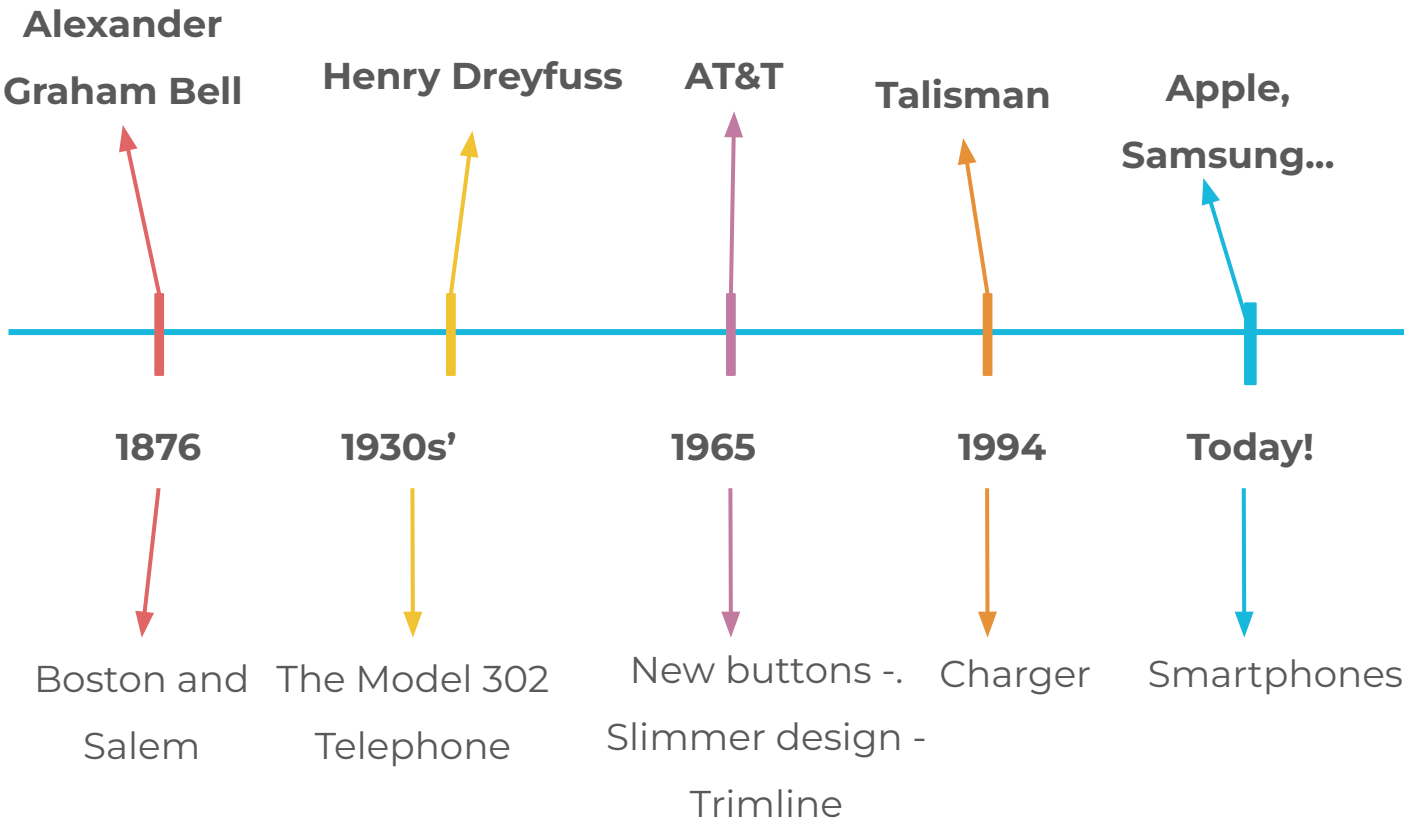


What do you know about phone calls?

What do you want to know about phone calls

What have you learned about phone calls

Take a look at the timeline below:







Landline phone



Mobile phone  
Cellular phone=cell  
phone



Telephone booth=  
Pay phone

## HOW TO TALK ON THE PHONE

### 1. Answer the phone:

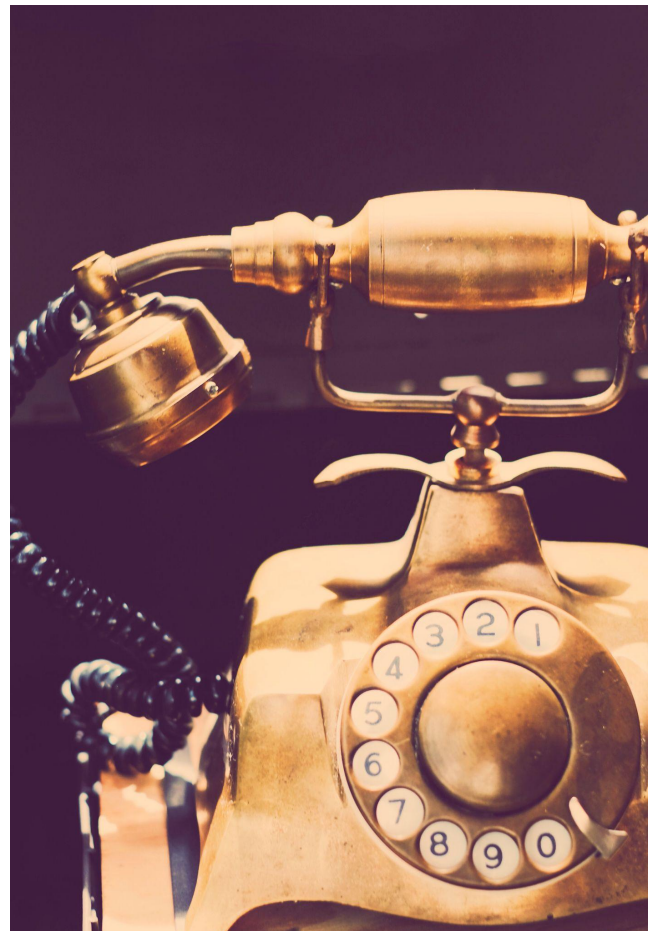
- Hello? - unknown caller
- Hi, (name), what's up?
- Hello, (name) speaking.
- Hello, this is (name).

### 2. The caller can ask:

- May I speak to (name)?

### 3. The answer:

- This is she/he/they.



### Dialogue:

#### **\*Phone ringing\***

**C:** Hello?

**F:** Hello! This is Fred from Bank of America. May I speak to Clarissa Miller?

**C:** This is she. What can I do for you?

**F:** I'm calling because of your credit card. I would like to check some information.

**C:** What happened?

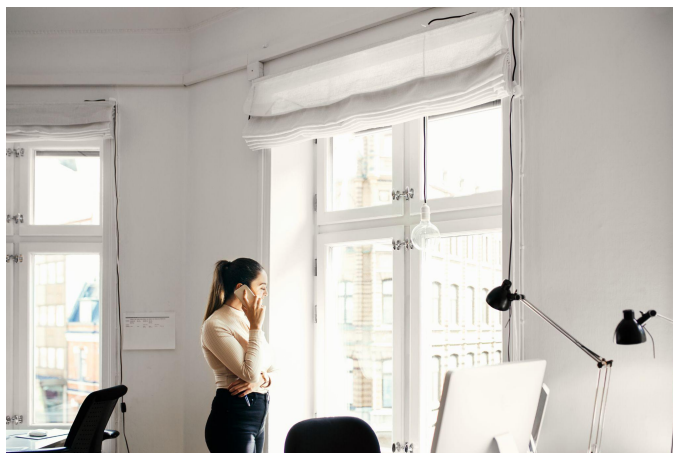
**F:** There was a suspicious activity last night. Did you purchase anything at 3am?

**C:** No! I was sleeping. What can we do about it?

**F:** Don't worry. I have blocked your card, and you'll receive a new one in a couple of days.

**C:** Perfect. Thank you so much for letting me know, Fred. Have a nice day.

**F:** Thank you! You too.



### Dialogue:

#### **\*Phone ringing\***

**J:** Hey, Elen! What's up?

**E:** Hi, Jayden! Not much... I just wanted to talk to you about something. It'll be quick.

**J:** Sure. Go ahead.

**E:** Well, my trip to Singapore is in a few days and I haven't started packing... Can you help me? And also, could you take me to the airport too?

**J:** It'd be a pleasure to help you, dear. When can I come over?

**E:** Saturday, 2pm.

**J:** Perfect, I'll be there.

**E:** I can't thank you enough.

**J:** Don't mention it!



### VOICEMAIL

Leaving a voicemail or even having one on your phone is not so common as we see in the movies. But since it's always important to be prepared, here is what you might listen to:

#### Formal

Hello, you've reached James at BMW. I'm sorry I couldn't take your call. If you need to speak with someone right away, you can contact my coworker Sandy at 555 6787. Otherwise, leave a message with your name and contact information, and I'll get back to you.

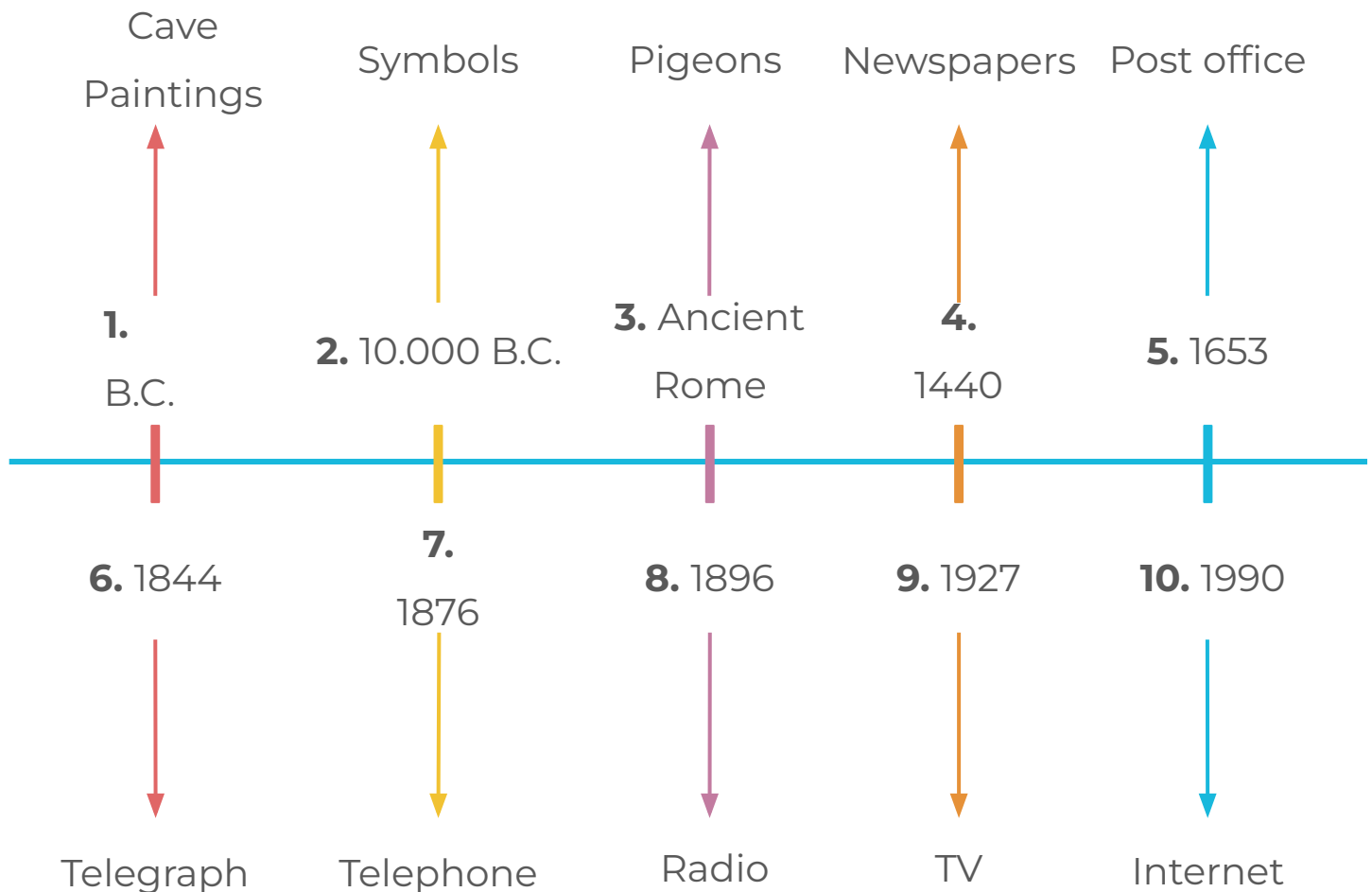
#### Informal

Hi, you've reached Malu. I can't get to the phone right now. Please leave your name, number and reason for calling and I'll get back to you as soon as possible.

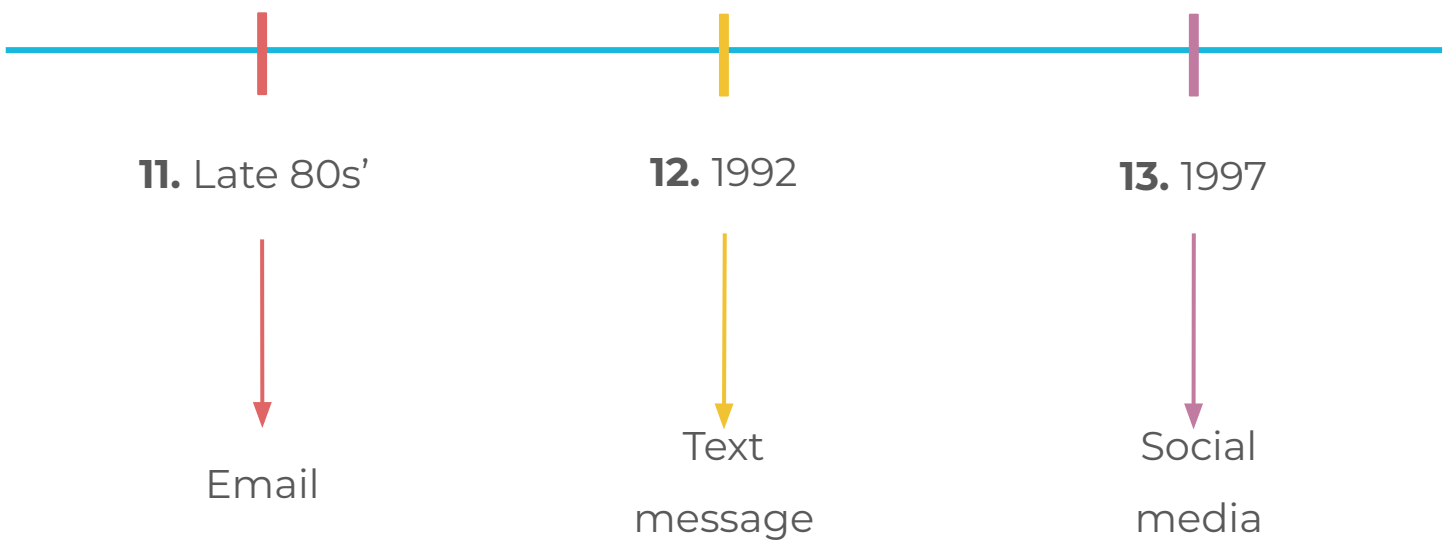
# LESSON 01: TTYL!

## WHAT IS COMMUNICATION?

It is the process of exchanging words, signs, or information with others. It is done either **verbally** or **non-verbally**. Communication enables us to pass information. We understand others because of communication. Effective communication brings people closer and together.







### PHRASAL VERBS ON THE PHONE

→ **Call up:** to call someone unexpectedly

- Lorena **called** me **up** when I was at my math class.

→ **Call back:** to return a call or call again

- Can I **call** you **back** later, Jordan? I'm super busy right now.

→ **Hang up:** to end a call

- After I **hung up**, I remembered I forgot to say something important.

→ **Hang up on:** to end a call without waiting for the conversation to be over (rude)

- Matheus just **hung up on** me! Can you believe him?

- **Pick up:** to answer the phone
  - Could you pick up the phone for me please?
- **Break up:** when the person's voice is not so clear over the phone or a conference call
  - I'm sorry. Could you say that again? You're **breaking up**.

### RING, CALL AND PHONE

These words are synonyms. **Call** is widely used in **American English**, while **ring** is mostly used in **British English**. Phone, as in the short form of telephone is not commonly used in American English (but you might still hear some people use it). It's much more common in the U.K. Check out the examples:

- I'll **ring** you when I get home, darling.
- **Call** me ASAP. I'm having a hard time deciding what to do about that job proposal.
- They **phoned** me last night to invite me to their wedding. How lovely.



## SLANG - Internet/Texting

**NP:** no problem

**TTYL:** talk to you later

**JK:** just kidding

**CYA:** see you (ya)

**IDK:** I don't know

**K:** okay/ok

**BRB:** be right back

**DM:** direct message

### Example:

Hey, dude! Sup?

Yo! Not much. You?

Are you coming tonight?

idk. I think so.

Are you coming tonight?

idk. You're not going, right? jk lol

lol. Alright, man. cya

k



Real examples:

- “Cause it was really hard to call up and order up a helicopter when you call the military” - Being A Professional Dale Atkins at TEDxYouth@EHS
- “He got a call back from his supervisor” - Arpaio Contempt of Court Hearing & TEDxPhoenix & Experience Corps
- “This was in the phone conversation that we had, and then I hung up the phone and I was like ‘what were you so surprised for?’” - Susan Cain Shares 5 Secrets to Building a Career & Networking as an Introvert

Recommendations:

- ★ Movie- The Lake House, available on Youtube.

# WORKBOOK

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## Basic #2

# GRAMMAR



## LESSON 02: HAZARD AN OPINION!

On this lesson you are going to learn some ways to express your own opinion.

### Agree

To share the same opinion.

- ❑ I completely **agree** with you.



### Disagree

To have a different opinion.

- ❑ Hmm. I don't know. I **disagree** with you.

### Belief

The feeling of being sure that something is true

- ❑ Your **belief** in this cause is beautiful.

### Conviction

A strong opinion or belief

- ❑ It's my **conviction** that he shouldn't be forgiven.

### Judgement

To be able to consider things and make decisions.

- ❑ In my opinion, it was a poor **judgement**.

### Take

Give your opinion

- ❑ I need your **take** on this, Carol. Are you free?



## HOW TO GIVE YOUR OPINION

- ☐ In my opinion...
- ☐ I guess that...
- ☐ I would say that...
- ☐ I have the feeling that...



### Examples:

- **In my opinion** that was a really nice movie.
- I **guess** you shouldn't drop out of college right now.
- I **have the feeling** that she's always avoiding me.
- I **would say** that you should take the job, but it's up to you.

## HOW TO AGREE WITH SOMEONE

- ☐ I agree with you.
- ☐ That's right!
- ☐ I think so.
- ☐ You're absolutely right!



## HOW TO DISAGREE WITH SOMEONE

- ☐ I don't agree/ I disagree.
- ☐ You're wrong.
- ☐ I think otherwise.
- ☐ Not at all!

## LESSON 02: DEFINITELY!

Can you tell me what do these words in bold have in common?

I think work is **definitely** the best place to make friends. It's **obviously** where you spend most of your time, and you are **probably** surrounded by people that have common interests. You'll **certainly** be able to bond with them based on things you do at work, but also things you enjoy doing in your free time. That's why moments of distraction are very important in the workplace: they can **clearly** bring people together, and make them work together more productively.



These **adverbs** are used to show how **sure** we are about something.

The most common ones are:

- Definitely
- Obviously
- Possibly
- Perhaps
- Clearly
- Probably
- Certainly
- Maybe

## STRUCTURE

You'll **certainly** be able to bond with them.



It's **obviously** where you **spend** most of your time

**Subject**

**adv. of probability**

**main verb**

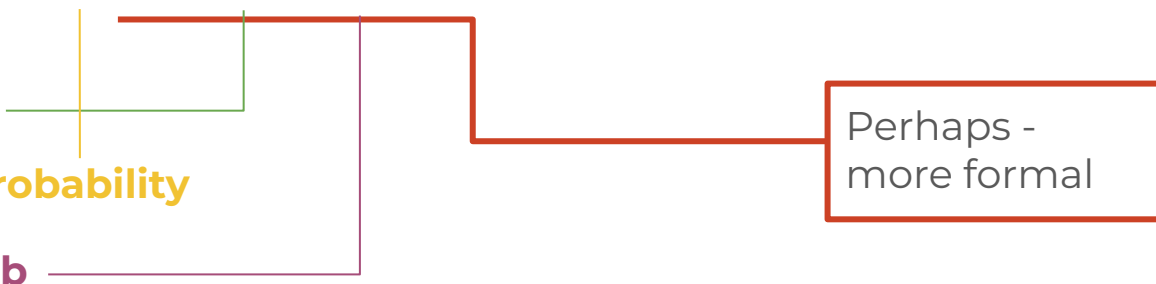


**Maybe** you forgot your cell phone at work.

**Subject**

**adv. of probability**

**main verb**





**Reminder:** for emphasis, the adverbs can be placed in the beginning of the clause!

They are **definitely** at home.



### Examples:

- **Perhaps** I will give her a call after I finish here. I need a ride home.
- Tell Chris that Jenna and I will **definitely** be there tomorrow! We're super excited.
- I'm not so sure, but I think she's **probably** going to be late. Do you want me to text her?
- You were **clearly** the best!
- She is **obviously** late. So typical.

Adverbs of probability can be used alone in a sentence to indicate agreement to what the other person is saying, or as a strong "yes".

### FUN EXPRESSIONS!

- You bet
- Totes.
- Obvie
- Yas

## DIALOGUE



**A:** Hey, Clarisse! How are you?

**B:** John! Long time no see. I'm doing great, how about you?

**A:** Fantastic! So, I heard Jacqueline is leaving the company and she's throwing a get-away party on Saturday. Did she call you to invite you?

**B:** She did **Are you going to be there?**

**A: Definitely!** She's a dear friend of mind. I wouldn't miss it for the world.

**B:** Amazing. I'll see you then.



**A:** She looks stunning, doesn't she?

**B:** Absolutely! Where did she buy the dress?

**A:** Oh no, it was designed just for her. It's one of a kind.

**B:** Wow.

**A:** I know! **She's probably going to sell it after the wedding though.**

**B: Certainly.** She probably won't have anywhere else to wear it for a long time.

## ZODIAC SIGNS



- ♈ **Aries:** March 21–April 19
- ♉ **Taurus:** April 20–May 20
- ♊ **Gemini:** May 21–June 21
- ♋ **Cancer:** June 22–July 22
- ♌ **Leo:** July 23–August 22
- ♍ **Virgo:** August 23–September 22
- ♎ **Libra:** September 23–October 23
- ♏ **Scorpio:** October 24–November 21
- ♐ **Sagittarius:** November 22–December 21
- ♑ **Capricorn:** December 22–January 19
- ♒ **Aquarius:** January 20–February 18
- ♓ **Pisces:** February 19–March 20



## LESSON 03: DON'T CHA?



That's great, **isn't it?**

Have you ever heard this before? How would you translate this to your mother tongue?

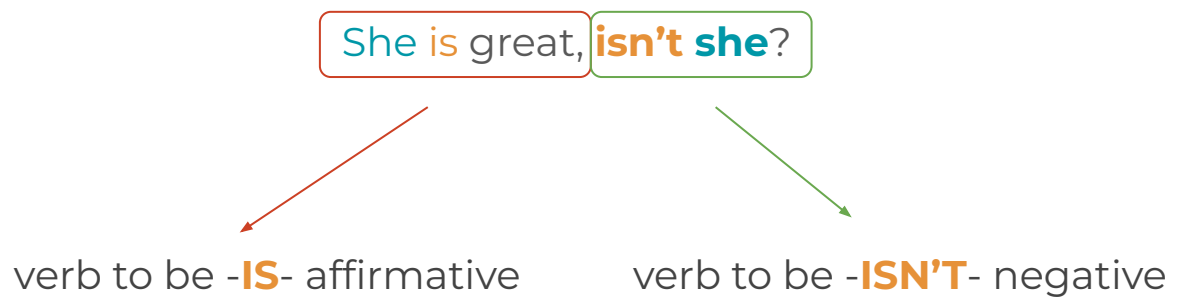
### QUESTION TAG

A **question tag** is that small question (for example: "**isn't it?**") attached to the end of a sentence.

They are used to **confirm** something that was said.

### STRUCTURE

Questions tags are formed with the **auxiliary** or **modal verb** from the main clause (the statement) + the correct **subject**. Let's take a look at some examples:



## BASIC RULES

- If the statement is in the **affirmative**, the tag question should be in the **negative**;
- If the statement is in the **negative**, the tag question should be in the **affirmative**;
- If the statement is in the **simple present**, the tag question should use **“do”** or **“does”** depending on the subject of the sentence

## TAG QUESTIONS AND OPINIONS

They can be used when giving an opinion because they can encourage the person you're talking to to reply, besides just confirming if something is true or not. That said, it can mean almost the same thing as “Right?” or “Do you agree?”

## Examples:

- Mel **is** from Italy, **isn't** she?
- I need to speak with Larry. He **isn't** home now, **is** he?
- I'm late, **aren't** I?\*
- They **aren't** coming, **are** they? (disappointment)
- Timothée **is** the best, **isn't** he?
- You **don't** eat meat, **do** you?
- She **looks** amazing, **doesn't** she?
- Jane **hardly ever** goes to the mall, **does** she? (hardly ever - negative connotation)

**REMINDER!** Something important to understand with question tags is the **intonation**. When the question is being asked because you want to know the answer then the real question has a rising intonation. If you want agreement or confirmation then the question has a falling intonation.

## Real examples:

- "That's stunning isn't it?" - Demo of the new Weber Q Rotisserie 2015
- "Oh, I think it-- it absolutely proves their case. Don't you?" - Hillary Clinton: Between Two Ferns With Zach Galifianakis

## Recommendations:

- ★ Song - *Don't Cha*, by The Pussycat Dolls
- ★ Song - *Delicate*, by Taylor Swift



# WORKBOOK

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## Basic #1

# VOCABULARY



## LESSON 04: RT!

How is the advance in technology connected to opinions?



### HOW TO DEAL WITH UNWANTED OPINIONS/UNSOLICITED ADVICE?

People are constantly giving their opinions on things! With social media, people found a way to give opinions, suggestions, and advice without being asked. How can you deal with “haters” and unnecessary comments?

- ☐ **Take a break** from social media
- ☐ Try to see the comments through a **different perspective**
- ☐ **Remove** them from your profile
- ☐ Talk to someone you **trust**
- ☐ Don't feed **trolls\*** - don't post negative comments as payback
- ☐ If it's a case of **cyberbullying**, document it with print screens and **report** the comments

Since we're talking about social media, and talked about phones, texting, and communication in the previous lessons, take a look at some words related to technology:

**1. Device:** an object or machine created for a specific purpose

- “What does this **device** do?” “It prints things.”



**2. Innovation:** a new idea or method to do something

- The printing press was one of the first **innovations**.



**3. Up-to-date:** modern, recent

- I don't have the most up-to-date cell phone, but it still works.



#### 4. **User-friendly:** easy, simple to use

- According to my grandpa, facebook is a **user-friendly** platform.



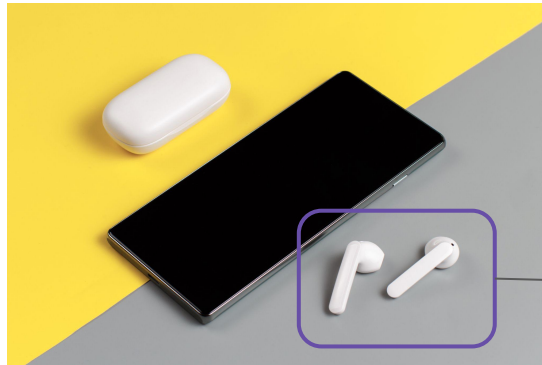
#### 5. **Surf the web:** to move from site to site

- I don't surf the web as much as I used to anymore.



**6. Wireless:** without wires - uses waves to transmit something

- My **wireless** network is terrible today.



**Wireless**  
earbuds

## MORE VOCABULARY

### → Meme

- That Spongebob **meme** cracks me up, man!

### → Feed

- I prefer to post on my **feed** to post on my **Insta stories**.

### → Influencer

- Big companies get in touch with **influencers** to help them promote their products;

### → Followers

- My favorite influencers have millions of **followers**!



### → Trend/Trending

- Those Tik Toks dances are **trending** right now.

### → Livestream/Live Streaming

- That youtuber you like is **livestreaming**!

## SOCIAL MEDIA PROS AND CONS

- Connects people that are far away from each other
- Faster communication
- Make new friends
- Can improve your communication
- New opportunities

- Cyberbullying
- Stalking
- Mean comments - haters
- Gossiping and rumors

Real examples:

- “Some of them are in this room today and others are joining us via Livestream.” - CFPB Financial Coaching press conference
- “What's your favorite beauty trend right now? - 73 Questions With Kim Kardashian West (ft. Kanye West) | Vogue



# WORKBOOK

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## Basic #1

# EXERCISES



## 1) Match the phrasal verbs to the correct sentences:

- |   |                |
|---|----------------|
| 1. By the way, Jack called you this morning, can you _____ him _____? | a. pick up     |
| 2. Can you ask to Harry _____ the phone?                              | b. breaking up |
| 3. Sorry, I can't hear you. You're _____.                             | c. hung up on  |
| 4. Your sister _____ me _____ yesterday when I was at school.         | d. call back   |
| 5. Before you _____ let tell you something.                           | e. called up   |
| 6. He just _____ me! That was so rude!                                | f. hang up     |

## 2) Can you remember what do these acronyms mean?

- TTYL
- JK
- CYA
- K
- IDK
- DM
- NP
- BRB



## 3) Try to write a dialogue using those expressions above.

## 4) Which expression you cannot use to agree with someone or something?

- |                 |               |                      |                     |
|-----------------|---------------|----------------------|---------------------|
| a. That's right | b. I think so | c. I think otherwise | d. I agree with you |
|-----------------|---------------|----------------------|---------------------|

**5)** Which is correct?

- a. Luna is maybe too busy today.
- b. Maybe Luna is too busy today.

**6)** Which is correct?

- a. Can I possibly visit you next Sunday?
- b. Can I visit you possibly next Sunday?

**7)** Which is incorrect?

- a. They certainly are working.
- b. They are certainly working.

**8)** What is your zodiac sign? Do you think that the characteristics of your sign matches with your personality? why or why not?

**9)** Complete the sentences using tag questions.

- a. Your son is still sleeping, \_\_\_\_\_?
- b. You have classes tomorrow, \_\_\_\_\_?
- c. Let's dance, \_\_\_\_\_?
- d. She won't be late, \_\_\_\_\_?
- e. You read the book, \_\_\_\_\_?



**10)** Choose the right tag question to complete the sentences:

- She isn't a good actress, \_\_\_\_\_?
  - a. is she
  - b. she is
  - c. isn't she
  - d. does she
  
- I was a good student, \_\_\_\_\_?
  - a. didn't I
  - b. aren't I
  - c. weren't I
  - d. wasn't I
  
- He can speak English very well, \_\_\_\_\_?
  - a. didn't he
  - b. couldn't he
  - c. he could
  - d. can't he

**11)** In your opinion, what are the pros and cons about using social media?

**12)** Choose one of the topics below and try to write a few paragraphs exposing your opinion about that. Use the adverbs of probability and expressions you've seen previously.

- a. Life was better 20 years ago.
- b. People get offended too easily nowadays.
- c. What goes around comes around
- d. Video games and technology have a bad impact on children's life.



# WORKBOOK

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## Basic #1

# ANSWER KEY



1)

- a. d.
- b. a.
- c. b.
- d. e.
- e. f.
- f. c.

2)

- a. Talk to you later
- b. Just kidding
- c. see you
- d. ok
- e. I don't know
- f. Direct message
- g. No problem
- h. Be right back

3)

Personal answer

4)

c.

5)

b

6)

a.  
.

6)

a

7)

b.

8)

Personal answer

9)

- a. isn't he
- b. don't you
- c. shall we
- d. will she
- e. didn't you

10)

a.  
d.  
d.

11)

Personal answer.

12)

.  
Personal answer.